

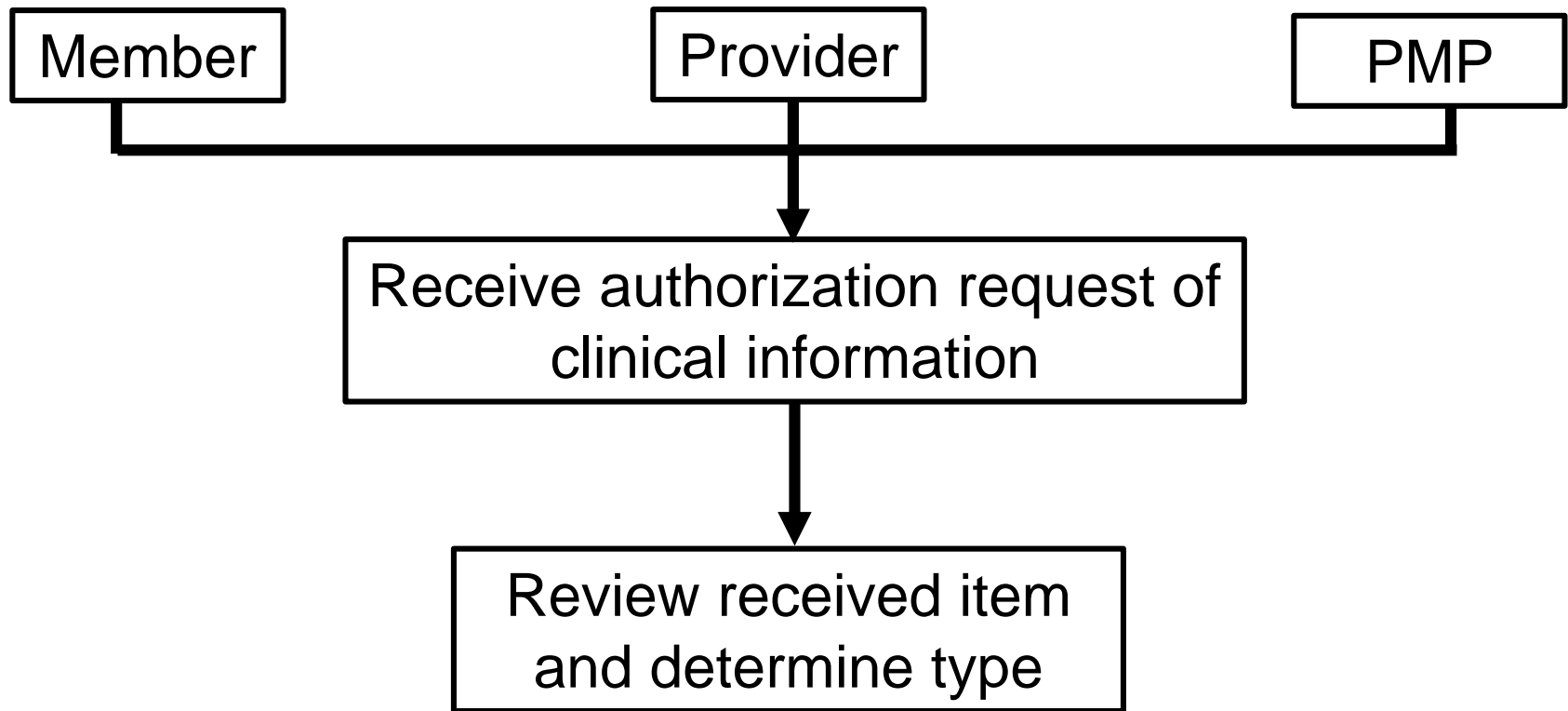


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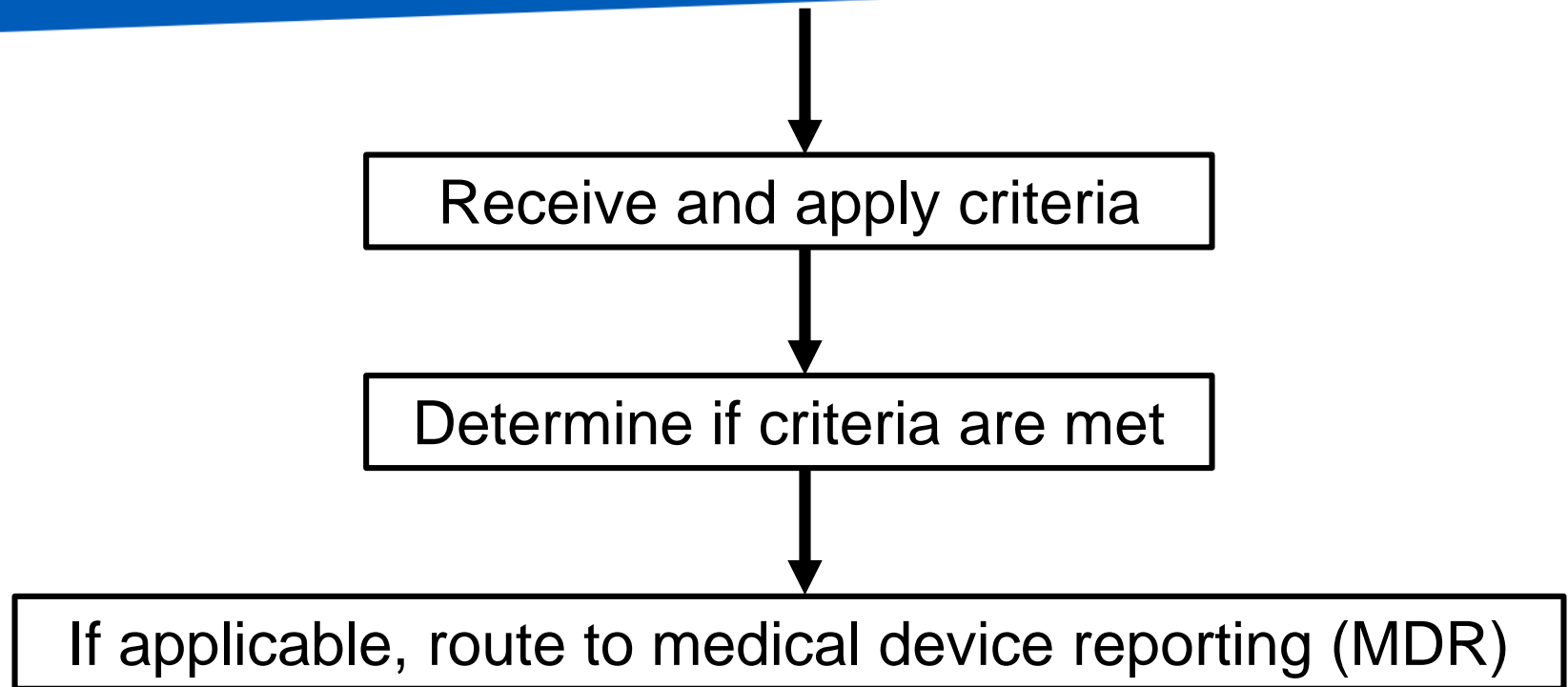
Anthem Blue Cross and Blue Shield (Anthem) [2019] inpatient utilization management process



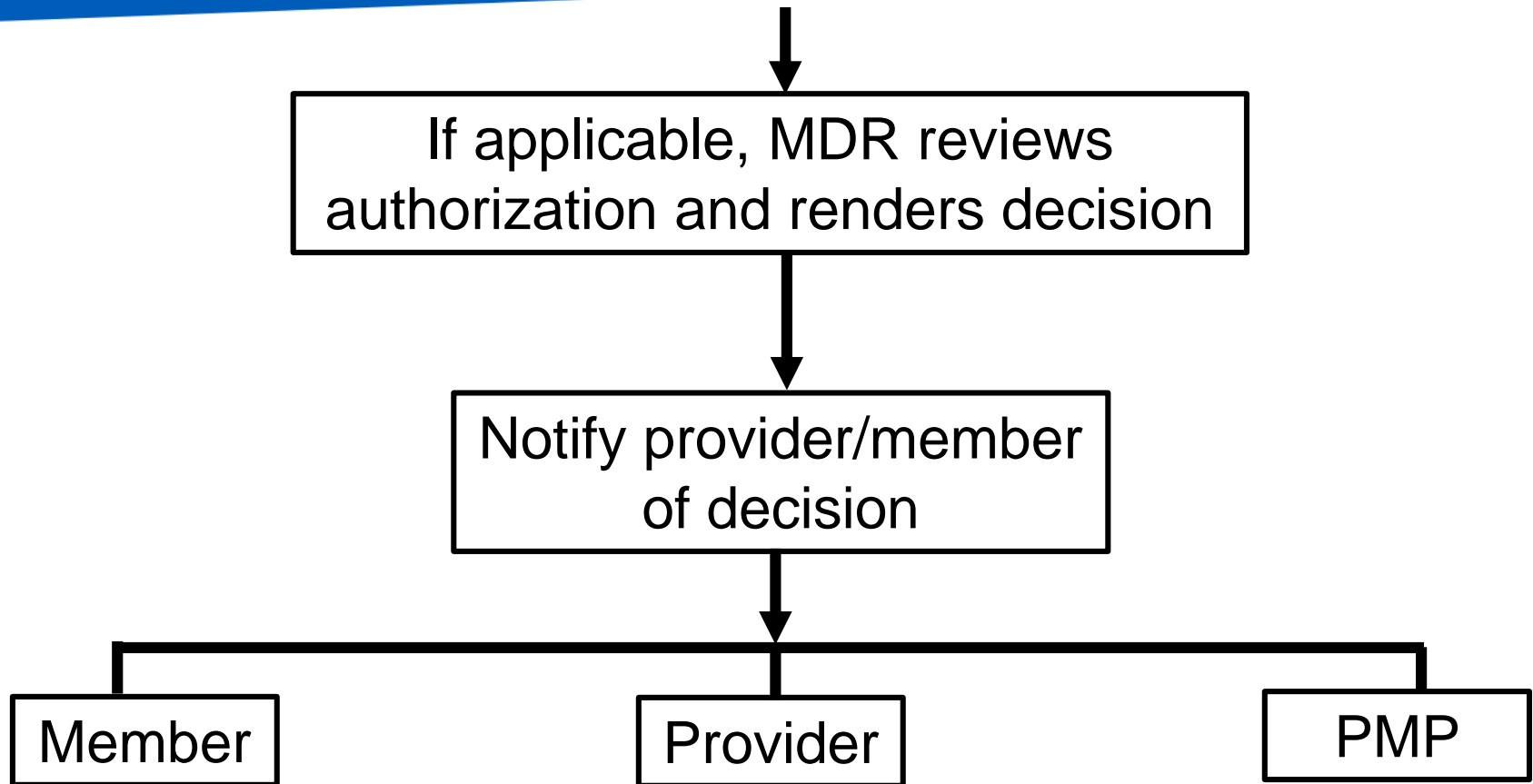
Inpatient workflow



Inpatient workflow (cont.)



Inpatient workflow (cont.)



Inpatient Utilization Management team

- [Manager — Rebecca Dobbins, RN]
- [Manager — Melanie Eppich, RN]
- [Team Lead — Kasey Reisman, RN]
- [Team Lead — Tara Wallace, RN]
- [30] clinicians
- [12] nonclinicians

Outpatient precertification (OPC): extension of the health plan

- Managers
- Team leads
- Clinicians
- Nonclinicians

Case review types at the OPC

- Surgery
 - Emergency inpatient
 - Elective inpatient
 - Elective outpatient procedures (vein stripping/skin grafts)
- Office visits
- Drug testing
- Genetic testing (most are done via AIM Specialty Health®)

Anthem case review types

- Initial and concurrent review of emergent inpatient admissions
- Concurrent review of planned admissions
- Pre-service and concurrent review for postacute levels of care
- Initial and concurrent review of obstetrical admissions
- Initial and concurrent review of neonatal intensive care unit admissions

Anthem prior authorization process

- Fax completed IHCP prior authorization (PA) form to:
 - For health plan reviews — **[1-844-765-5156]**
(concurrent or postacute)
 - For OPC reviews — **[1-866-406-2803]**
(initial emergent or planned)
- Submit via Availity — [<https://www.availity.com>]

Anthem prior authorization process (cont.)

- Case is built and sent for clinical review.
- Clinician will review the request per the clinical guideline/medical policy.
- If criteria is met/case is approved:
 - Decision notification is sent via fax and mail.

Anthem prior authorization process (cont.)

- If criteria is not met/case is sent to MD for medical review:
 - Medical review is completed and case is sent back to the clinician for completion:
 - If MD approved:
 - Notification is sent via mail.
 - If MD denied:
 - Notification is faxed to the provider in addition to the mailed notification.

Turnaround time

- Emergent inpatient admissions and concurrent review:
 - [One] business day from received date of all information necessary to make a decision, up to [three] calendar days
- Postacute levels of care:
 - [Three] calendar days from received date

Questions?



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Thank you

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AINPEC-2312-19 [rdate]



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Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

<https://tinyurl.com/fssa1015>

